

Four Sites, One Practice

Forest End • Stakes Lodge • Waterlooville Health Centre • Aintree Drive

Main Telephone Number

023 9226 3089

Visit us online at

vinemedicalgroup.co.uk

Catch up with us on social media at

facebook.com/vinemedicalgroup



About Vine Medical Group

We are a team of GPs and other healthcare staff caring for over 25,000 people in WaterlooVille and nearby villages.

To meet the growing demand for care, we have a wide range of healthcare staff, including:

- GPs (doctors)
- Practice nurses
- Advanced nurse practitioners
- Healthcare assistants
- Paramedics
- Pharmacists

This helps us give you the right care for your needs.

Vine Medical Group operate as a partnership and provide services across four locations; Forest End, Stakes Lodge, WaterlooVille Health Centre and Aintree Drive. Depending on the care you need, you may be asked to attend an appointment at any of the sites.

We are also proud to be approved for GP, nurse and paramedic student training.

In December 2019 the Care Quality Commission (CQC) inspected and rated Vine Medical Group with the status of “Good” overall, with an outstanding award in the well-led category.

<div>Overall Good</div> <div>Read overall summary</div>	Safe	Good ●
	Effective	Good ●
	Caring	Good ●
	Responsive	Good ●
	Well-led	Outstanding ☆

Staff at Vine Medical Group

Senior Management

Business Manager	Harriet Morris
Practice Manager	Julie Meakin
Assistant Practice Manager	Sarah Denman

Partner GPs

Dr Carl Fleischer	BM (SOUTHAMPTON 1997) MRCGP
Dr Caroline Zachary	MBBS MRCGP DFFP MRCOG
Dr Duncan Pickup	MB BS (LONDON 1997)
Dr Gabrielle Slade	MBCHB (2008) MRCGP DRCOG DFRH
Dr Ruth Sutton	MB CHB (1991 LEICESTER) MRCGP DFFP

Non-partner GPs

Dr Beth Harris-Bridge	BSc (Bristol) BMBS (Brighton and Sussex)
Dr Jennifer Tetchner	BSc - Biomedical sciences MbChB MRCGP
Dr Laurel Grosvenor	BM BCh MA
Dr Lucy Gowling	MB BS (LONDON 2014) DFRH
Dr Nicola Compton	MBBS BSC MRCGP
Dr Nicola Cullum	BSc MB BS MRCGP
Dr Olivia Boocock	MB BS (LONDON 1997)
Dr Roderick Bowerman	MA BM BCh (Oxford 1984) FRCGP DRCOG
Dr Shwen Foong	BM MRCGP (2017)

Please note that every patient has a named "usual" GP. You may find details of who your allocated GP is on your prescription or by asking a member of staff. In order to improve continuity of care, routine and ongoing care appointments will aim to be with your allocated GP.

Supporting Clinical Staff

Vine Medical Group also employ a host of supporting clinical staff, including nurses, paramedics, healthcare assistants, pharmacists, social prescribers and care co-ordinators, specialising in cancer, care homes, frailty and learning disabilities.

Supporting Team Leaders

Operations Lead	Cheryl Warwick
IT Lead	Clint Barron
QoF Lead	Debbie Kaye
HR Advisor	Jennifer Pybus
Reception Lead	Louise Gabe
Compliance Lead	Lynne Gibbs
Enhanced Care Team Lead	Suzanne Maclean
Admin Team Lead	Beverley Chalk

Supporting Non-clinical Staff

We recognise that non-clinical staff play a vital role in ensuring the smooth operation of our services. Our team includes HR, receptionists, medical secretaries, administrators and IT specialists who work behind the scenes to support both patients and healthcare professionals.

Please note that you have the right to state a preference to register to receive services from a specific doctor. Where this request is made, we will endeavour to comply with your request. However, we do withhold the right to refuse your request if we have reasonable grounds to do so. Also note that we cannot guarantee that you will always see or speak to this doctor as the service you receive will depend on clinical need and staff availability.

Practice Locations



Forest End Site

Forest End, Waterlooville, PO7 7AH

Opening Hours

Mon - Fri 8am - 6:30pm



Waterlooville Health Centre

Dryden Close, Waterlooville, PO7 6AL

Opening Hours

Mon - Fri 8am - 6:30pm



Stakes Lodge Site

3a Lavender Road, Waterlooville, PO7 8NS

Opening Hours

Mon - Fri 8am - 6:30pm



Westbrook Site

1 Aintree Drive, Waterlooville, PO7 8NE

Opening Hours

Currently closed to patients

For pre-booked appointments, our Forest End site opens earlier at 7:20am on Thursday, and is also open on the second Saturday of each month 8:00am - 12:00pm.

Register with/join the practice

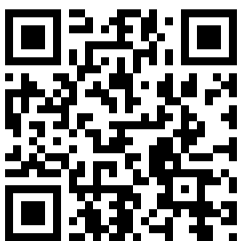
As with all GP practices, we use the online service provided by the NHS called **Register with a GP surgery** that makes it easy to register with Vine Medical Group.

To register as a patient, you must live within our practice area (see next page).

Just fill in this quick online form to start the process. You do not need proof of address or immigration status, ID or an NHS number.

The service is designed and run by the NHS, so your personal information is safe. It cuts the administrative workload and makes it easier for you to register.

To register with us, go directly to gp-registration.nhs.uk/J82134 on your smartphone, tablet, laptop or PC, or scan the QR code below.

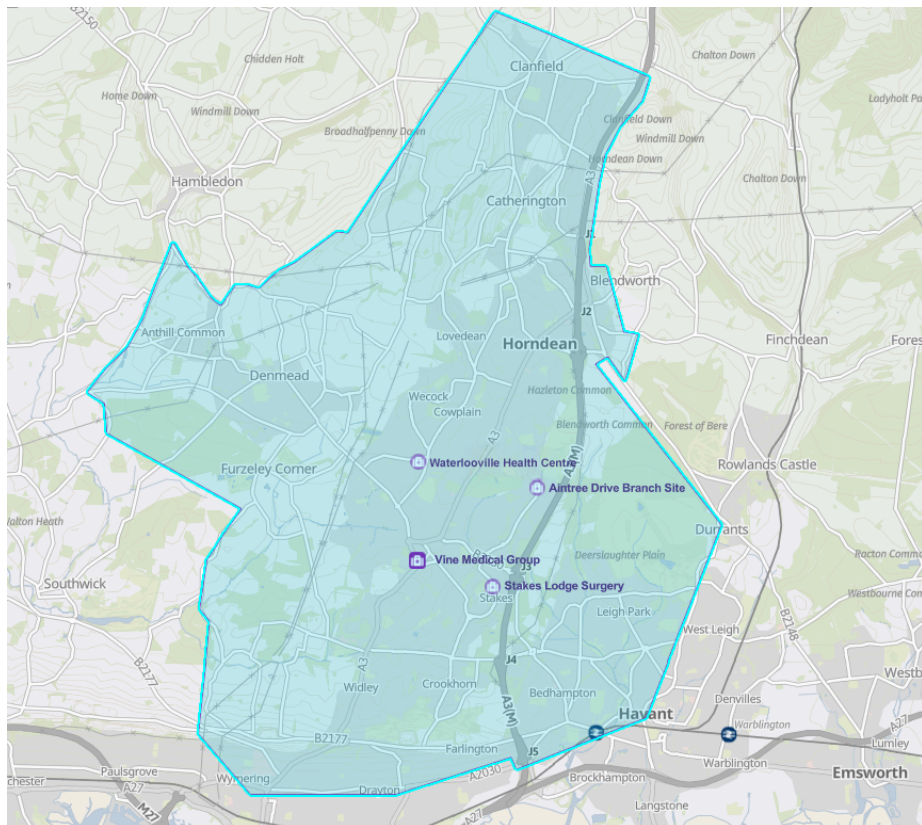


SCAN HERE

If you are unable to use the online service, you can collect a paper version of the form from our reception desk.

Practice Area

Our practice area covers most of Waterlooville and the surrounding areas. To check if you are within our boundary, please use the NHS online checker at www.nhs.uk/service-search/find-a-gp and enter your post code.



You can view an interactive version of this catchment area by going to www.vinemedicalgroup.co.uk/catchment

How to get an appointment

If you need to see a doctor or nurse, booking an appointment is easy.

Visit www.vinemedicalgroup.co.uk and click on **Appointments**. Fill out the simple online form and follow the instructions.

You can use this form for:

- Same-day and routine appointments
- Routine nurse or Healthcare Assistant appointments (*like blood tests, asthma checks, or diabetic reviews*)

If you're not comfortable filling out the form online, don't worry. You can call our team on 023 9226 3089 and we'll complete it for you over the phone.

You may hear our team refer to our online form as Anima. This is the service we use to direct your query to the relevant clinician or team member to deal with your request.

Anima uses state-of-the-art AI technology to deal with requests and ensure they are prioritised by need.

Whether you choose to use the online or telephone option, you will receive the same care, by being asked the same in-depth questions about your condition.

How to change or cancel an appointment

If you need to cancel your upcoming appointment, there are a number of ways to let us know. Cancelling appointments at least 24 hours in advance enables us to offer that appointment to someone else.

- The easiest way is to use our automated system by dialling our main number of 023 9226 3089 and selecting option 3. You will be prompted to enter some key information, after which you can choose to cancel your pre-booked appointment, and there's no need to wait in the queue!
- If you use the NHS App, you are able to see your appointments. From there, you will be able to select the option to cancel.
- If you have an Anima account, you can simply log in to your dashboard, select "Submit a new request", choose "Admin Request", then "I want to cancel an appointment". Complete the form as instructed. If you select that you would like to rebook the appointment we will be in touch.
- You can visit any of our practice locations and let the receptionist know, who will be able to cancel your appointment.
- Finally, you can call us on 023 9226 3089 and let one of our call handlers know, who will then be able to cancel your appointment.

Get a fit note for work

If you're unwell and cannot work, you may need a fit note (sometimes called a sick note) for your employer.

If you are off work for 7 days or less

You **do not** need to contact your GP for a fit note. However, your employer may require you to complete a self-certification form (SC2) which is available from your employer, or you can download it from the HMRC website at www.gov.uk/government/publications/statutory-sick-pay-employees-statement-of-sickness-sc2.

If you are off work for more than 7 days

Please go to our website and follow the link for fit notes to complete an online form. Regrettably, we cannot take your request over the telephone.

Find out more about fit notes on the NHS website at www.nhs.uk/nhs-services/gps/getting-a-fit-note

Please note that all approved fit notes are now issued electronically via receipt of an SMS with a link to click to view/download your fit note. This will be sent to the mobile number you enter in your request.

Children who have missed exams due to illness are frequently told by schools that a note from a doctor is required; but this cannot be provided by a GP. Please see our website for more information.

Get a repeat prescription

The best way to request a repeat prescription is using the NHS App. The NHS App can help you request repeat medication at your convenience with automated delivery of your prescription to your preferred pharmacy.

However, if you do not have the NHS App or, if you need to order:

- A reliever inhaler where you have a respiratory diagnosis such as asthma or COPD, and the use of a reliever inhaler is in your agreed treatment plan
- HRT where you have already been initiated on treatment with HRT
- Medication that is on your repeat medication list

...please use our online form on our website at

www.vinemedicalgroup.co.uk by following the links for **Medication Enquiries**.

You can also request your medications from your nominated pharmacy or by bringing in the printed 'repeat slip'.

If you have a query regarding your repeat medications, please call our dedicated prescription team on 023 9226 3089 (option 2).

Get test results

If your test results are **ABNORMAL**, a GP will call you to discuss any treatment.

The number of days to wait before calling for test results varies, depending on the test, and can range from a minimum of 2 working days up to several weeks. The clinician organising the test will advise you accordingly.

At our GP surgery, we want to make it as easy as possible for you to access your blood test results quickly and securely. Instead of waiting for a call from us, you can now check your results at your convenience using the NHS App or the NHS website.

The NHS App offers a simple and secure way for you to access a range of NHS services, including viewing your blood test results. It's free to use, and available on both iOS and Android. If you prefer, you can also log in through the NHS website using the same NHS Login details.

Prefer Using a Web Browser?

No problem! You can also log in through the NHS website at www.nhsapp.service.nhs.uk using the same NHS Login details.

To use the NHS App, you must be aged 13 or over and registered with a GP surgery in England.

Make a complaint

We understand that we don't always get things right, however we always strive to deliver the best possible services in the situations we find ourselves in. It's better to talk, so if you have a complaint, let us know about it.

Vine Medical Group aims to give a friendly and professional service at all times to our patients. However, if you feel that our service has not reached these standards, please let us know.

In the first instance please talk to us, as most problems can be sorted out quickly and easily, often at the time they arise, with the person concerned and this may be the approach you try first.

Where we are not able to resolve your complaint in this way or should you wish to make a formal complaint, please do so as soon as possible after the event, either by email to hiowicb-hsi.vinemedicalgroup-complaints@nhs.net, or in writing to our complaints manager, Julie Meakin, who can be contacted in writing at Vine Medical Group, Forest End Site, Forest End, Waterlooville, Hampshire, PO7 7AH.

We will acknowledge receipt within 3 working days, and aim to have looked into the matter and sent a full response within 4-6 weeks. If key staff are absent due to leave or illness, this period may be longer.

If you are a registered patient you may complain about your own case. You are unable to complain about someone else's treatment without their written authority. (See the separate section below)

Complaint records are kept separately from medical records and do not affect your care.

Complaining on behalf of someone else

We observe the strict rules of medical and personal confidentiality. If you wish to make a complaint and are not the patient involved, we will require written consent from the patient to confirm that they are unhappy with their treatment and that we may communicate with a nominated spokesperson. Please see our website for more information.

Your local pharmacist

Your local pharmacist will be able to give you free health advice at any time - you do not need an appointment. If you have a cough, cold, upset stomach or headache please contact your local pharmacist, who is clinically trained to offer advice and guidance with such illnesses. Many pharmacies operate extended hours on a rota basis.

The pharmacist may be able to prescribe medicines for these conditions (normal charges and exemptions apply):

- Athlete's foot
- Cold sores and mouth ulcers
- Coughs, colds, sore throats, blocked nose
- Diarrhoea
- Ear ache
- Eye infections
- Hay fever
- Skin rashes, impetigo
- Teething and nappy rash
- Threadworms
- Thrush and uncomplicated urinary tract infections

Find a pharmacy

www.nhs.uk/service-search/pharmacy/find-a-pharmacy/

NHS 111

NHS 111 can help if you have an urgent medical problem and you're not sure what to do. To get help from NHS 111, you can:

- go to 111.nhs.uk (for people aged 5 and over only)
- call 111

NHS 111 is available 24 hours a day, 7 days a week.

You answer questions about your symptoms on the website, or by speaking to a fully trained adviser on the phone. Depending on the situation you will:

- find out what local service can help you
- be connected to a nurse, emergency dentist, pharmacist or GP
- get a face-to-face appointment if you need one
- be given an arrival time if you need to go to A&E – this might mean you spend less time in A&E
- be told how to get any medicine you need
- get self-care advice

NHS 999

Call 999 in a medical emergency. This is when someone is seriously ill or injured and their life is at risk.

Call 999 immediately if you or someone else is having a heart attack or stroke. Every second counts with these conditions.

Also call 999 if you think someone has had a major trauma, such as after a serious road traffic accident, a stabbing, a shooting, a fall from height, or a serious head injury.

Disabled access at our sites

We want all patients to be able to access our services. Here's what you need to know about disabled access at each of our sites:

Forest End Site

This site has full disabled access. The front door opens automatically and it is suitable for wheelchair users. Clinical rooms are on the ground floor if needed.

Stakes Lodge Site

This site has wheelchair access. There's also a lift that is suitable for wheelchairs, so you can reach the first floor if needed.

Waterlooville Health Centre

This site has full wheelchair access. The entrance doors open automatically and clinical rooms are on the ground floor.

Aintree Drive

We do not currently see patients at this site.

Home visits

Home visits are for patients who are housebound or are too ill to visit the practice. A GP will review all appointment requests for a home visit and it is at the discretion of the GP.

Please state if you require a home visit when requesting an appointment.

Zero tolerance on abuse of staff

It is the aim of Vine Medical Group to provide a safe and pleasant environment in which patients and visitors may receive healthcare and staff may carry out their work.

All of our staff are here to help you whether you are the patient or contacting the practice on behalf of a patient, and have the right to be treated with dignity and respect at all times without the risk of threatening behaviour or bad language.

In order for the practice to maintain good relations with their patients the practice would like to ask all its patients to read and take note of the occasional types of behaviour that would be found unacceptable:

- Using bad language or swearing at practice staff
- Any physical violence towards any member of staff or other patients, such as pushing or shoving
- Verbal abuse towards the staff in any form including verbally insulting the staff
- Racial abuse and sexual harassment will not be tolerated within this practice
- Persistent or unrealistic demands that cause stress to staff will not be accepted. Requests will be met wherever possible and explanations given when they cannot
- Causing damage/stealing from the Practice's premises, staff or patients

Violent behaviour will not be tolerated to staff, persons present on the practice premises or in the place where treatment is provided, and will result in police prosecution alongside removal from the practice list.

Your responsibilities as a patient

At Vine Medical Group, we are committed to providing you with the highest standard of care in a respectful, safe, and supportive environment. As a patient registered with our practice, you have certain responsibilities that help us to deliver the best possible service for everyone.

- To treat our staff and other patients with courtesy and respect.
- To provide accurate and up-to-date information about your health, medications, and contact details.
- To attend appointments you have booked – or let us know in good time if you need to cancel or rearrange.
- If you cannot attend, please cancel as soon as possible, ideally giving at least 24 hours' notice.
- To follow the advice and treatment plan discussed with your clinician, and to ask if anything is unclear.
- To use NHS services responsibly and only request urgent appointments when necessary.

By working together, we can ensure that you – and the wider community – receive safe, timely, and effective care.

Who has access to patient information

We have a legal responsibility to keep all of this information held about you confidential. Our obligations (and that of other health professionals who work with us) are set out in the Data Protection Act 1998. This Act also sets out your own rights.

There may be times when we need to share information about you with other people who are involved in your medical care. The sharing of medical information is covered in the Act. The information will include medication, allergies and adverse drug reactions. Patient consent will be required each time by anyone accessing their medical records (unless they are unconscious).

Patients have the right to object to information they provide in confidence being disclosed to a third party in a form that identifies them, even if this is someone who might provide essential healthcare. Please advise the practice manager in writing if you would like an objection noted in your records.

Patients have the right to see their medical records. Where copies of records are requested, a fee will be charged in accordance with the Act.

Viewing limited record details online is also available by using the NHS App or the Patient Access website or app.

More information regarding your data and its privacy can be found in the privacy policy on our website at www.vinemedicalgroup.co.uk.



Head Office

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